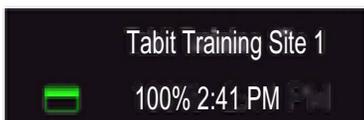


Ingenico Best Practices

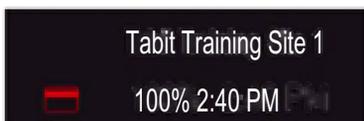
Server Check List

Before approaching a table to take payment on a mobile Tabit PAD, check to make sure the Ingenico device is powered on.

Green icon will indicate device is on and paired



Red icon will indicate device is off and not connected



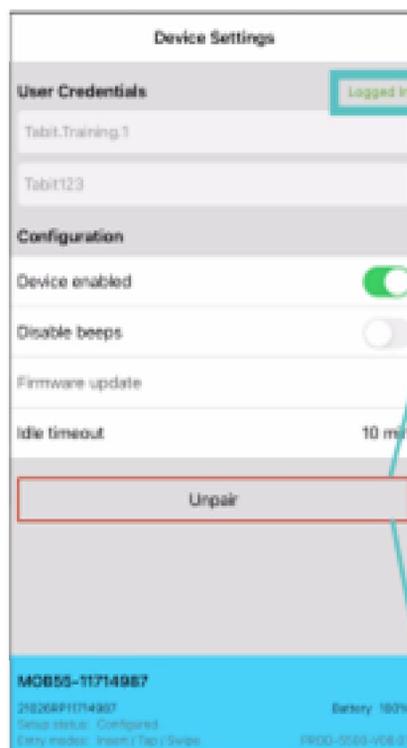
If Ingenico device is off (indicated by red icon):

1. Press and hold the power button on the side of the Ingenico device for 2*4 seconds
2. A beep will sound and a red and blue light will illuminate
3. Check to make sure the credit card icon is on the title bar

Manager Functions

If the Ingenico device is not paired, follow these steps.

1. Under a Manager log in:
2. Navigate to the Operations tab > Technician > Ingenico Device Handler
3. Check to make sure the following Device Settings are showing



•User Credential is Logged In*

If pairing is needed, tap Pair and choose the most Recently Paired device (check and match labeled numbers on Ingenico device)

Entry Mode says Insert/Tap/Swipe

*If the User Credentials are Logged Out or the Entry Mode does not show the three types of credit card entries, please call the support line provided to the restaurant

